

Service Development Manager

ICE, Kings Cross, London, N1C 4AG



Circa £45,000 per annum depending on experience

ICE is the result of a big vision for the music industry that harnesses years of combined expertise in the multi-territory music market. We are the world's first integrated processing hub offering copyright, online licensing and processing services.

Our customers include collecting societies, major and independent music publishers and digital service providers such as Facebook, Mixcloud and Soundcloud. We work to help ensure composers and songwriters are compensated accurately and fairly for the use of their Works.

As part of ICE, you will be working with some of the most knowledgeable and dedicated experts in the industry. We collaborate closely with our customers to continuously develop our products and services to ensure the best results.

As a Service Development Manager, you will be responsible for the effective coordination and delivery of major changes and developments that lead to new or enhanced services which translate our Customers' requirements. Working very closely with a diverse range of stakeholders you will be responsible for customer consultation, analysis, coordination and transition support and detailed change sequencing to secure the optimal level of commitment from stakeholders. You will lead activity to monitor the outcomes of change initiatives and ensure that the stated benefits are realised.

You will be responsible for gathering and understanding our Copyright and Online Customers' needs and requirements and translating those into designing and shaping the business change area to drive efficiency, reduce costs and deliver great service wherever possible with the main aim of improving service excellence. You should then be able to present and sell the benefits of the new processes and change in order to gain broad agreement across our internal stakeholders and Customers.

You will be responsible for carrying out regular reviews of our business in order to adapt and develop the general Customer Service Level Agreements whilst working with the Head of Service Enhancement to ensure that the efforts of the programme, including the scope of each project, covers the necessary aspects required to deliver the products or services that will lead to operational benefits

You will take the lead on transition management, ensuring that business as usual is maintained during the transition and the changes are effectively integrated into the business

You will be responsible for ensuring white papers created by other internal stakeholders outline full customer requirements, processes involved, fully scope and assign responsibilities across the business and that there is no duplication of work effort across the various work streams

As part of this role you will be expected to attend and input into the Internal Online Working Group in order to prioritize Change Requests accordingly ensuring communication is maintained between all stakeholders (cross departmental and external) throughout each Change Request's lifecycle, ensuring all organisational procedures are adhered to, objectives are identified and met, and benefits realised from the implementation of the change.

You will be customer facing through regular direct meetings with Customers and through supporting of the Head of Service Enhancement in the ICE Copyright and Online Customer Working Groups

You will ensure legal, regulatory, policy and procedural compliance in area of specialism, identifying opportunities and risks and escalate report to management as appropriate.

Ensure that wherever possible, through knowledge of existing licence contracts, that operational terms are standardised across the business wherever possible.

The successful candidate will have high-level presentation skills and a technical proficiency with computer software, including an excellent understanding of all Microsoft Office programs. They will have a history of first-class customer service, preferably within music publishing, royalty administration or a related field. They will have a passion for music that includes an understanding of Digital Service Provider business models and debates surrounding creator/rights holder remuneration.

You will need a functional understanding and interest in the field of Copyright Administration and the administration of Pan-European licensing and the underlying systems, processes and resources required. You will need experience with managing the expectations of stake-holders and have the ability to build and maintain relationships at all levels with Service Providers and other members of the ICE Customer Management and Online Operations teams.

Applications

If this sounds like you and you have a passion for making a difference, please apply by sending your CV and covering letter to recruitment@iceservices.com by 30 November 2018.

We recognise, welcome and value diversity and are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work together effectively to achieve our goals